Social/Clinical Research Assistant

Role Summary: Positions in this banded class gather, edit, analyze, and report data/information for a variety of research. Social/clinical research includes behavioral, economic, educational, public health, medical, public policy, sociology, and closely related areas. Work is performed to support research or develop public programs and policies. Research assistants may participate in the following: preliminary literature searches; identification of population to be surveyed; questionnaire design; collection, compilation and management of data/information; quality assurance and quality control; analysis by statistical or other means; generation/production of new data/information; editing and formatting of reports. In a larger, more complex project, employees may be involved in only one or several aspects of the research. Most employees have limited involvement in research design; however they are expected to use considerable judgment and research skills in performing their work assignments. Work may include the training and supervision of staff, students and others.

Competency	*Definition*
Analytical Thinking	Relating and comparing data from different sources, identifying issues; gathering relevant information, and identifying other ways of doing things
Attention to Detail	Accomplishing tasks and processes accurately and completely ensuring quality standards for validity and integrity are met
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others. Prepares and/or makes presentations suited to the characteristics and needs of the audience.
Customer Service	Develops and maintains strong relationships with customers by listening and understanding the customer and responding to identified needs.
Technical/Professional Knowledge	Possesses a satisfactory level of technical skill or knowledge in specific/content area(s) and keeps up with current developments and trends in area(s) of research. Working knowledge of the research principles, technical methods and processes used to conduct a systematic and objective inquiry including methods of data entry, collection and analysis, and summarizing and reporting results; working knowledge of statistics and related information technology.
Training/Instruction	Gives on-site guidance, facilitates learning and teaches others to improve skills or knowledge that enhances their work.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	**Journey**	**Advanced**
Positions in this banded class gather, edit, analyze, and report data/information in a **defined area of research within well-defined parameters.** Social/clinical research includes behavioral, economic, educational, public health, medical, public policy, sociology, and closely related areas. Work is performed to support research or develop public programs and policies. Research assistants at the contributing level **complete defined assignments under supervision and direction in the following areas**: preliminary literature searches; identification of population to be surveyed; questionnaire design; collection, compilation and management of data/information; quality assurance and quality control; analysis by statistical or other means; generation/production of new data/information*;* editing and formatting of reports. **In a larger, more complex project, employees may be involved in only one or several aspects of the research**.	Positions in this banded class gather, edit, analyze, and report data/information **for a variety of research**. Social/clinical research includes behavioral, economic, educational, public health, medical, public policy, sociology, and closely related areas. Work is performed to support research or develop public programs and policies**. Research assistants may participate in the following**: preliminary literature searches; identification of population to be surveyed; questionnaire design; collection, compilation and management of data/information; quality assurance and quality control; analysis by statistical or other means; generation/production of new data/information*;* editing and formatting of reports. In a larger, more complex project, employees may be involved in only one or several aspects of the research. **Most employees have limited involvement in research design; however they are expected to use considerable judgment and research skills in performing their work assignments. Work may include the training and supervision of staff, students and others.**	Positions in this banded class gather, edit, analyze, and report data/information for a variety of research. Social/clinical research includes behavioral, economic, educational, public health, medical, public policy, sociology, and closely related areas. Work is performed to support research or develop public programs and policies. **Research assistants lead efforts in the following areas**: preliminary literature searches; identification of population to be surveyed; questionnaire design; collection, compilation and management of data/information; quality assurance and quality control; analysis by statistical or other means; generation/production of new data/information*;* editing and formatting of reports. In a larger, more complex project, employees may be involved in only one or several aspects of the research. **Employees may have involvement in research design in area of specialty and are expected to use considerable judgment and research skills in performing their work assignments. Work includes the training and supervision of staff, students and others.**

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
Analytical Thinking	Considers and collects all appropriate and available information. Arranges information effectively and efficiently. Identifies appropriate research tools and methodologies Observes, collects and records a variety of data/information, within well-defined research parameters. Documents data/information collected.	Organizes, collects, records and presents data/information within defined research parameters Gathers and compares information/data from different sources to draw conclusions. Uses tools to identify meaningful patterns or relationships. Asks clarifying questions and probes for relevant information. Identifies correlations between groups of information/data. Summarizes data/information collected	Identifies and reports variations or discrepancies in the data/information within defined research parameters Documents procedures and/or methods when atypical data/information methods are used. Identifies cause and effect of problems; looks at underlying problems for solution. Analyzes and reconciles data/information for reports from different internal and external sources. Collects, relates, associates or compares data to identify options/alternatives.
Attention to Detail	Uses established data/information systems, functions, and/or procedures to collect and store data/information Records and calculates statistical data accurately Reviews data and information for completeness and accuracy within well-defined research parameters.	Uses appropriate record-keeping methods Ensures quality control related to the collection, recording and analysis of data. (i.e. SAS reports, QA reports, etc.) Creates tools (spreadsheets, databases) to assist in the collection and analysis of data	Designs and documents data/information collection methods and quality control procedures. Identifies and reports variations or discrepancies in the data/information within defined research parameters; organizes and prepares data/information for analysis.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
Communication	Communicates/explains research protocols to others (this includes both internal and external customers) Provides status of research during data/information collection and processing phases (includes daily reports). Presents compiled data/information in an established format.	Conveys accurate information during all phases of research including data information collection, processing, disseminating and reporting to individuals or groups. Contributes to preparation of publications, reports and other presentations of compiled results. (i.e. monthly, quarterly reports to include maps) Compiles and organizes data/information from different sources to develop reports using established format.	Prepare and present information to various audiences; may serve as primary presenter Ensures that information related to the research is meaningful and understood by others. Advises and consults with others to ensure accuracy and appropriateness of communications Provides interpretation and rationale of results or findings
Customer Service	Identifies both internal and external customers involved in the research project(s). Responds to customer needs within established parameters. Accessible to the customer and provides prompt, attentive service. Listens carefully and checks for understanding of customer needs. Demonstrates courteous actions and follows the organization's established protocol for customer service.	Identifies options, develops solutions and takes action when responding to customer needs. Remains accessible to the customer when balancing multiple priorities. Assesses or checks with customer to ensure solution meets needs. Develops relationships/partnerships with internal/external customers.	Anticipates, identifies and understands customer's service needs. Proactively seeks to determine customer needs. Identify ways to streamline processes/procedures and link resources for efficient and effective customer service. Develops creative solutions to respond to service needs.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
Technical/ Professional Knowledge	Applies basic knowledge of the research principles and methods of data entry, collection and analysis to complete defined assignments. Applies basic knowledge of statistics and information technology to collect and report data/information related to the area of research.	Applies working knowledge of the research principles and methods of data entry, collection and analysis to complete defined assignments independently. Applies working knowledge of statistics and information technology to apply a variety statistical techniques and formulae in the collection and preparation of data/information related to defined research/medical area. Applies working knowledge of diseases and treatment regimens as applied to medical research in formulating courses of action	Applies full knowledge of the research principles and methods to interpret, coordinate and/or supervise the collection and analysis of data/information related to defined research area(s); may recommend or implement technical modifications or alternatives to data/information collection and analysis. Applies full knowledge of statistics and related information technology to oversee the entry, collection and analysis of data/information related to defined research area. May develop new research tools.
Training/ Instruction	Gives on-site instructions to staff, students, and/or other clients in the performance of procedures. Trains others in data/information collection and use of tools. Documents steps needed to conduct data/information collection/analysis; reviews and maintains correct standard operations, and/or procedures	Trains others to include temporaries in the performance of specialized methodologies and data/information analysis tools. Facilitates collaborative learning in medical environment (i.e. proper medical records documentation) Evaluates training through feedback to ensure effectiveness of instruction	Develops and implements multifaceted data/information analyses; coordinates the instruction of others in the use of abstracts Collaborates with research/medical staff on learning methods to meet program goals and eliminate errors in reporting

Basic knowledge -	The span of knowledge minimally necessary to complete defined assignments.
Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity
	directed toward the production or accomplishment of the research objective.
Full knowledge -	The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Minimum Training and Experience:

Bachelor's degree or equivalent combination of training and experience necessary to perform the work.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.